

SERIAL NUMBER 09/203,965	FILING DATE 12/02/98	CLASS. 705	GROUP ART UNIT 2761	ATTORNEY DOCKET NO. DAVOX-159XX
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APPLICANT

GENE W. LEE, PLANO, TX.

CONTINUING DOMESTIC DATA***
VERIFIED

none up

371 (NAT'L STAGE) DATA***
VERIFIED

none up

FOREIGN APPLICATIONS***
VERIFIED

none up

FOREIGN FILING LICENSE GRANTED 12/18/98

***** SMALL ENTITY *****

Foreign Priority claimed 35 USC 119 (a-d) conditions met	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance	STATE OR COUNTRY TX	SHEETS DRAWING 3	TOTAL CLAIMS 19	INDEPENDENT CLAIMS 3
Verified and Acknowledged <i>WLB</i> Examiner's Initials		Initials			

ADDRESS

BOURQUE AND ASSOCIATES
835 HANOVER STREET
SUITE 303
MANCHESTER NH 03104

TITLE

SYSTEM AND METHOD FOR MANAGING A HOLD QUEUE BASED ON CUSTOMER
INFORMATION RETRIEVED FROM A CUSTOMER DATABASE

FILING FEE RECEIVED \$380	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT NO. _____ for the following:	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit _____
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